

# **Training Guide for Arizona Practitioners**

**Arizona State Board of Pharmacy  
Prescription Drug Monitoring Program**



**March 2013**

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# 1 Document Overview

## Purpose and Contents

The *RxSentry® Training Guide for Arizona Practitioners* serves as a step-by-step training guide for medical practitioners and prescribers using RxSentry for querying purposes. It includes such topics as:

- Creating query requests
- Viewing query request status
- Generating reports

## 2 System Overview

### About the RxSentry Prescription Drug Monitoring Program

The RxSentry Prescription Drug Monitoring Program is a Web-based system that facilitates the collection, analysis, and reporting of information on the prescribing, dispensing, and use of prescription drugs.

The system materially assists state regulators and practitioners authorized to prescribe and dispense controlled substances in the prevention of diversion, abuse, and misuse of controlled substance prescription medication.

The use of data collected through RxSentry allows for the provision of education and information, early intervention, prevention of diversion, investigation, and enforcement of existing laws governing the use of controlled substances.

This state-of-the-art system serves as a valuable tool in the effort to protect the health and welfare of our citizens by reducing the abuse of prescription drugs.

**Note:** For the purposes of this document, the RxSentry Prescription Drug Monitoring Program is referred to as RxSentry.

## 3 Using RxSentry

### Request an Account

The Arizona State Board of Pharmacy Controlled Substances Prescription Monitoring Program (CSPMP) grants system access accounts to practitioners and pharmacists so that they may look up, view, and print controlled substance dispensing information on their specific patients directly via user name and password. Access is granted to individuals only—not to clinics, hospitals, pharmacies, or any other health care facility.

Perform the following steps to request an account:

- 1 Open an Internet browser window and type the following URL in the address bar:  
<https://azpdm-reg.hidinc.com>.

A window similar to the following is displayed:

- 2 Type *newacct* in the **User Name** field.
- 3 Type *welcome* in the **Password** field.
- 4 Click **OK**. The **Practitioner/Pharmacist Account Request Form** is displayed:

- 5 Complete the fields on this form, noting that required fields are indicated with an asterisk (\*).

- 6 Click **Accept & Submit**.

If information is incomplete or missing, a message is displayed indicating which fields must be corrected before your account request form can be submitted.

If all information has been properly supplied, a completed account registration form is displayed, along with a prompt to print the form. Print the form if desired.

**Note:** Out-of-state medical practitioners and pharmacists are required to print the form, have it notarized, and mail it to:

Arizona Controlled Substances Prescription Monitoring Program  
P.O. Box 18520  
Phoenix, AZ 85005

The Arizona CSPMP program staff will review your application and verify the information. You may be contacted if additional information is required. Once your application has been approved, you will receive an e-mail from careermap.net with information on how to complete the CSPMP online training course.

After you have completed the online training course, you will receive two separate e-mails. The first e-mail will contain your approval notification and user name information. The second e-mail will contain your temporary password, your personal identification number (PIN) that you will use to identify yourself if you need assistance from the HID Help Desk, and the steps to follow to log in to the system. You will be required to change the temporary password immediately when you first attempt to access the system.

If your request is denied, you will be notified by Arizona CSPMP staff.

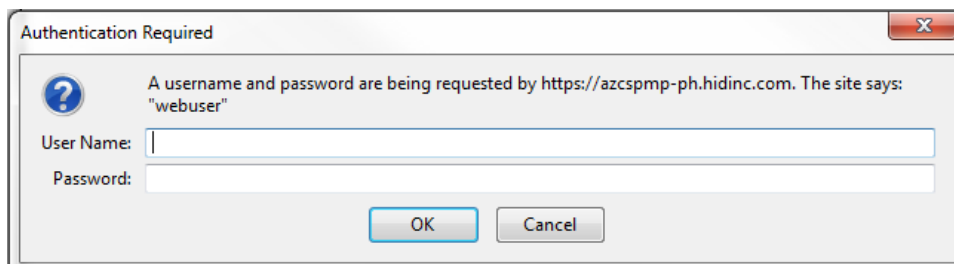
## Log In to RxSentry

Perform the following steps to log in to RxSentry:

- 1 Open an Internet browser window and type the following URL in the address bar: <https://azcspmp-ph.hidinc.com>. A window similar to the following is displayed:



- 2 Click **Login**. A window similar to the following is displayed:

A dialog box titled "Authentication Required" with a close button (X) in the top right corner. Inside the dialog, there is a question mark icon and a message: "A username and password are being requested by https://azcspmp-ph.hidinc.com. The site says: 'webuser'". Below the message are two input fields: "User Name:" and "Password:". At the bottom of the dialog are two buttons: "OK" and "Cancel".

- 3 Type your user name in the **User Name** field.

- 4 Type your password in the **Password** field.

**Note:** If you have forgotten your password, please see the [Retrieve Password Information](#) topic.

- 5 Click **OK**. A window similar to the following is displayed:



The left side of window contains the RxSentry menu, and the right side of the window contains the results of the menu function selected.

## Retrieve Password Information

If you have forgotten your RxSentry password, perform the following steps to retrieve it:

- 1 Open an Internet browser window and type the following URL in the address bar: <https://azcspmp-ph.hidinc.com>. A window similar to the following is displayed:



**2 Click Retrieve Password Information.**

The following window is displayed:

Arizona PDMP Prescription Drug Monitoring	
To Retrieve a New Password Enter the Following Information	
User Name for Account:	<input type="text"/>
PIN for Account Holder:	<input type="text"/>
Email Address for the Account:	<input type="text"/>
<input type="button" value="Submit"/>	

**3 Enter your RxSentry user name in the User Name for Account field.**

**4 Enter the PIN you received when you registered for your account in the PIN for Account Holder field.**

**5 Enter the e-mail address associated with your account in the Email Address for the Account field.**

**6 Click Submit.**

A message displays that an e-mail containing a temporary password was sent to the e-mail address associated with your user name.

**7 Click Continue.** A login window is displayed.

**8 When you receive the e-mail from AZPDM INFO containing your temporary password, enter your user name and the temporary password you received via e-mail, and then click OK.**

The RxSentry home page is displayed. At this point, you will be required to establish a permanent password.

**9 Click Practitioner/Pharmacist Query.** A window similar to the following is displayed:

Your password has expired. Please enter your current password and then enter a new password.		
Current Password:	<input type="text"/>	
New Password:	<input type="text"/>	
Confirm New Password:	<input type="text"/>	
<b>Password requirements:</b>		
1 uppercase letter (e.g., A-Z), 1 lowercase letter (e.g., a-z),		
1 digit (e.g., 0-9) and at least 8 characters in length		
Password must not contain dictionary words or a name		
Password must not contain the characters   & ; \$ % ' ' ~ < > ( ) + ! ? , ^ *		
<input type="button" value="Submit"/>		

**10 Type your temporary password in the Current Password field.**

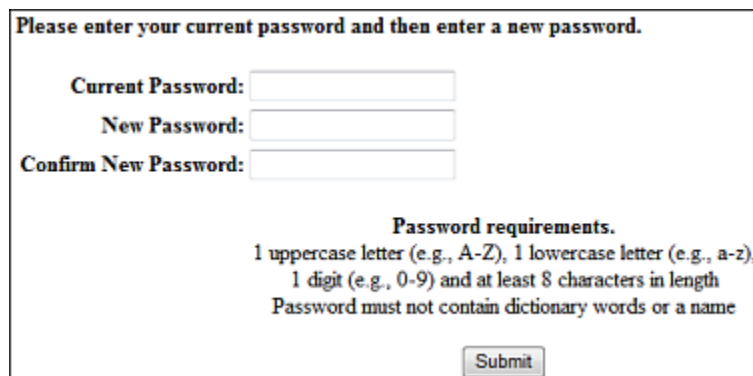
**11 Type your new password in the New Password field, using the information displayed in this window as a password selection guideline.**

- 12** Type your new password again in the **Confirm New Password** field.
- 13** Click **Submit**. A message displays that your password was accepted and that you are required to log in again using your new password.
- 14** Click **Practitioner/Pharmacist Query**. A login window is displayed.
- 15** Type your user name in the **User Name** field.
- 16** Type your password in the **Password** field.
- 17** Click **OK**. The RxSentry home page is displayed.

## Change Password

If you wish to change your password, you may do so by performing the following steps:

- 1** Log in to RxSentry.
- 2** Click **Change Password**. The following window is displayed:



Please enter your current password and then enter a new password.

Current Password:

New Password:

Confirm New Password:

**Password requirements.**  
1 uppercase letter (e.g., A-Z), 1 lowercase letter (e.g., a-z),  
1 digit (e.g., 0-9) and at least 8 characters in length  
Password must not contain dictionary words or a name

Submit

- 3** Type your current password in the **Current Password** field.
- 4** Type your new password in the **New Password** field, using the information displayed on this window as a password selection guideline.
- 5** Type your new password again in the **Confirm New Password** field.
- 6** Click **Submit**.

If the new password is accepted, a message indicates that the password change was successful. If the new password is *not* accepted, the message indicates that another password must be selected.

A message displays that your password was accepted and that you are required to log in using your new password.

- 7** Click the **Practitioner/Pharmacist Query**. The login window is displayed.
- 8** Type your user name in the **User Name** field.
- 9** Type your password in the **Password** field.
- 10** Click **OK**. The Arizona liability statement for Provider access is displayed.

## Update or Confirm Account Information

Once per year, you will receive notice, upon logging in to RxSentry, to update or confirm your account information. If your account is not updated or confirmed within 45 days of the notice, your account will be marked "Inactive," and you will be required to contact the Help Desk to reinstate your account.

After your initial update, you will receive e-mail notification once per year to update or confirm your account information.

**Note:** Once you have confirmed your account information, the **Update/Confirm Account Info** link will be available on the RxSentry menu at all times, so that you may update your account information as necessary.

Perform the following steps to update or confirm your PDMP profile:

- 1 Log in to RxSentry. A window similar to the following is displayed, prompting you to update or confirm your PDMP profile:



- 2 Click **Update/Confirm Account Info**.

A window similar to the following is displayed:

User: .test

User Name:	Test
Date of Birth:	01/01/99
Practice/Facility Name:	
Address:	123 First Street
	APT 205
City:	Phoenix
State:	AZ
Zip:	12345
Email Address:	
Phone Number:	1231231234
Fax Number:	

CONFIRM

Change Account Information

- 3** If all of the information is correct, click **Confirm**. A window similar to the following is displayed, confirming that your record has been updated:

Record for [REDACTED] has been confirmed.  
Please [Click Here](#) to return to the main menu.

Click the link to return to the RxSentry home page.

Or

If any information is missing or incorrect, click **Change Account Information**.

A window similar to the following is displayed:

**User:** [REDACTED] .test

*Name (First and Last):	Test
*Date of Birth:	01/01/99
Practice/Facility Name:	
*Address:	123 First Street
	APT 205
*City:	Phoenix
*State:	AZ
*Zip:	12345
*Email Address:	
*Verify Email Address:	
*Phone Number (ex. 1235551234):	1231231234
Fax Number (ex. 1235551234):	

\*Required Fields

- 4** Update your information, as necessary, noting that required fields are marked with an asterisk.
- 5** Click **Update**.

A window similar to the following is displayed, confirming that your record has been updated:

Record for [REDACTED] has been confirmed.  
Please [Click Here](#) to return to the main menu.

- 6** Click the link to return to the RxSentry home page.

## View Alert Messages

The AZ State Board of Pharmacy CSPMP staff has the ability to send you alert messages.

Perform the following steps to view alert messages:

- 1 Log in to RxSentry.

If you have a new message from the AZ State Board of Pharmacy, you will see a flashing **View Alert Messages** link.

- 2 Click **View Alert Messages**. A window similar to the following is displayed:

ALERT MESSAGES		
Topic	Sequence Number	Date Created
Test	5	03/20/13
Test		
<input type="button" value="Confirm We Have Read These ALERTS"/>		

- 3 After you have read the message(s), click **Confirm We Have Read These ALERTS** to confirm that you have received and read the alert.

A message similar to the following displays, confirming that you have read the alerts:

ALERT MESSAGES
Thank you for confirming you have read these alerts. We have marked your account as having seen all alerts through # 5 as of today.

Once you have read the alerts, the **View Alert Messages** link will not display again until a new alert message is sent by the CSPMP staff.

## Practitioner/Pharmacist Query

This function is used to create queries that can be used to report information about recipient usage of controlled substances, including medical marijuana.

Perform the following steps to create a query:

- 1 Log in to RxSentry.
- 2 From the home page, click **Practitioner/Pharmacist Query**.

The following window is displayed:

Practitioner/Pharmacist Query	
Arizona Liability statement for Provider access	
I certify that I am have been approved by the State to access information in the controlled substance database.	
I certify that the patient on whom I am requesting information is a current or prospective patient of mine or is a patient whom I am evaluating. I understand inappropriate access or disclosure of this information is a violation of state law and may result in disciplinary action by my licensing board and/or revocation of database access privileges.	
<input type="checkbox"/> I accept the above conditions	
<b>Disclaimer:</b> The information in this system may contain errors resulting from how the information was entered into the data file. Controlled Substance Reporting System staff suggests that additional independent verification with pharmacies and practitioners may sometime be prudent or necessary.	
<b>You MUST accept the above conditions before you can continue</b>	

You may query any recipient name, but before you can view the results of the query, you must authenticate the query by indicating the query is for a valid reason and that you have the potential to provide a service to the recipient whose name is being queried.

**Note:** Without selecting the **I accept the above conditions** check box, you will not be able to access the Practitioner/Pharmacist Query screen.

- 3 Select the **I accept the above conditions** check box.

A window similar to the following is displayed:

Practitioner/Pharmacist Query				
<input type="checkbox"/> Prescriber Search by DEA				
<b>Report Format:</b> Recipient Query				
<b>Name Selection</b>		<b>Demographic Focus</b>	<b>County Selection</b>	<b>Zipcode Selection</b> (blank for all)
<b>Recipient</b> *Last Name *First Name	Begins with Sounds like Fastest, Last Name * and First Name Begins	<b>Gender</b> All	Statewide Apache Cochise Coconino	
		*Target DOB mm/dd/yyyy Within Exact Match	Select statewide for best results	
Primary Address:		City:		
Other Address 1:		City:		
Other Address 2:		City:		
<b>Select a Date Range</b> 30 days 60 days 180 days 1 year 2 years 3 years				
*Required Field All required fields must be filled in. However, for the best search results, fill in as many fields as possible.				
Submit				

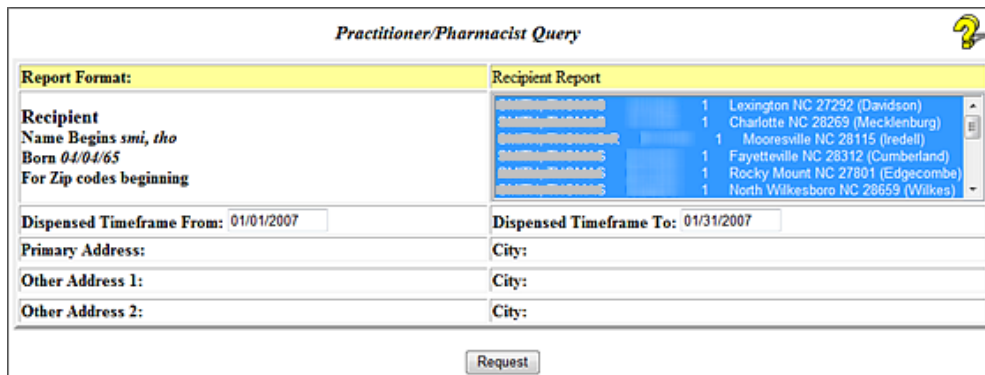
- 4** Complete the information on the **Practitioner/Pharmacist Query** window, using the field descriptions in the following table as a guideline:

Field Name	Usage
Recipient Name Last	(Required) Type the recipient's last name. You may use the "Begins with" or "Sounds like" options if the actual last name is not known.  You may also search for a specific recipients by using partial text, for example, type <i>Smi</i> to display a list of recipients containing "Smi" in the first three letters of their last name.
Recipient Name First	(Required) Type the recipient's first name. You may use the "Begins with" or "Sounds like" options if the actual first name is not known.  You may also search for a specific recipient by using partial text, for example, type <i>Tho</i> to display a list of recipients containing "Tho" in the first three letters of their first name.
Gender	Click the down arrow and select the gender of the recipient to include in your search.
Target DOB	(Required) Type the recipient's date of birth using the <i>mm/dd/yyyy</i> format.
Within	Used in conjunction with the <b>Target DOB</b> field to specify a time range within which to match the date of birth.
County Selection	Narrow your search by selecting a specific county name, or select "Statewide" to produce a wider range of results.
Zipcode selection	Narrow your search by typing a specific ZIP code, or leave this field blank to produce a wider range of results.
Primary Address	Narrow your search by typing a specific address for the recipient, or leave this field blank to produce a wider range of results.
Other Address 1	Enter any other addresses for the recipient, or leave these fields blank to produce a wider range of results.
Other Address 2	
Select a Date Range	(Required) Select the specific dispensing time frame for which you would like to search.

**Table 1 – Practitioner/Pharmacist Query Window Field Descriptions**

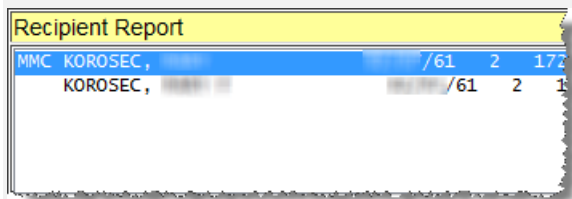
- 5** Once all criteria has been entered or selected, click **Submit**.

A window similar to the following is displayed:



The screenshot shows a window titled "Practitioner/Pharmacist Query". It has two main sections. The left section, labeled "Report Format:", contains fields for "Recipient Name Begins smi, tho", "Born 04/04/65", and "For Zip codes beginning". Below these are fields for "Dispensed Timeframe From: 01/01/2007", "Primary Address:", "Other Address 1:", and "Other Address 2:". The right section, labeled "Recipient Report", displays a list of recipients with their addresses: 1 Lexington NC 27292 (Davidson), 1 Charlotte NC 28269 (Mecklenburg), 1 Mooresville NC 28115 (Iredell), 1 Fayetteville NC 28312 (Cumberland), 1 Rocky Mount NC 27801 (Edgecombe), and 1 North Wilkesboro NC 28659 (Wilkes). At the bottom right of the window is a "Request" button.

**Note:** If a recipient has a medical marijuana card, the indicator (MMC) will display next to the recipient's name:

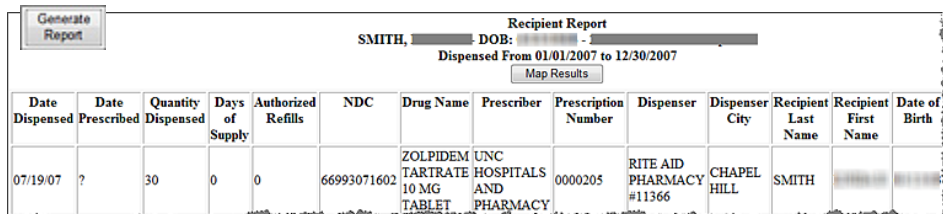


This is a close-up of the "Recipient Report" list. It shows two entries for "KOROSEC, [redacted]". The first entry has "MMC" next to the name, followed by "/61 2 172". The second entry is just the name followed by "/61 2 1".

If a recipient with an MMC is selected for the query/report, the MMC indicator also displays on the online and printed reports.

- 6 From the **Recipient Report** section of this window, click the desired recipient's name. By default all recipients listed are selected. To select specific recipients from the list:
  - Select a single value by clicking the value.
  - Select multiple values, listed consecutively, by clicking the first value, holding down the **[Shift]** key, and then clicking the last value.
  - Select multiple values, not listed consecutively, by holding down the **[Ctrl]** key while clicking each value.
- 7 Select either the **Sort by Date Only** or the **Sort by Recipient by Date** option, and then click **Request**.

A window similar to the following is displayed:



The screenshot shows a window titled "Recipient Report" with a "Generate Report" button at the top left. Below the title, it says "SMITH, [redacted] DOB: [redacted]" and "Dispensed From 01/01/2007 to 12/30/2007". There is a "Map Results" button. Below this is a table with the following columns: Date Dispensed, Date Prescribed, Quantity Dispensed, Days of Supply, Authorized Refills, NDC, Drug Name, Prescriber, Prescription Number, Dispenser, Dispenser City, Recipient Last Name, Recipient First Name, and Date of Birth. The table contains one row of data:
 

Date Dispensed	Date Prescribed	Quantity Dispensed	Days of Supply	Authorized Refills	NDC	Drug Name	Prescriber	Prescription Number	Dispenser	Dispenser City	Recipient Last Name	Recipient First Name	Date of Birth
07/19/07	?	30	0	0	66993071602	ZOLPIDEM UNC TARTRATE 10 MG TABLET	UNC HOSPITALS AND PHARMACY	0000205	RITE AID PHARMACY #11366	CHAPEL HILL	SMITH	[redacted]	[redacted]

Search results can be sorted by clicking the column headers that are blue hyperlinks (**Date Dispensed**, **Prescriber**, and **Dispenser**).

- 8 To create a PDF of your search results, click **Generate Report**.

A message similar to the following is displayed:

**Query 14121 has been created. View Query Status to retrieve report when query finishes running.**

**Note:** The query will remain in the database for 14 days, after which it will be automatically removed.

Continue to [View Query Status](#).

## Prescriber Search by DEA

This function is used to by prescribers to perform a search of claims submitted to RxSentry on the prescriber's own DEA number.

- 1 Log in to RxSentry.
- 2 From the home page, click **Practitioner/Pharmacist Query**. The following window is displayed:

<i>Practitioner/Pharmacist Query</i>	
Arizona Liability statement for Provider access	
I certify that I am have been approved by the State to access information in the controlled substance database.	
I certify that the patient on whom I am requesting information is a current or prospective patient of mine or is a patient whom I am evaluating. I understand inappropriate access or disclosure of this information is a violation of state law and may result in disciplinary action by my licensing board and/or revocation of database access privileges.	
<input type="checkbox"/> I accept the above conditions	
<b>Disclaimer:</b> The information in this system may contain errors resulting from how the information was entered into the data file. Controlled Substance Reporting System staff suggests that additional independent verification with pharmacies and practitioners may sometime be prudent or necessary.	
<b>You MUST accept the above conditions before you can continue</b>	

You may query any recipient name, but before you can view the results of the query, you must authenticate the query by indicating the query is for a valid reason and that you have the potential to provide a service to the recipient whose name is being queried.

**Note:** Without selecting the **I accept the above conditions** check box, you will not be able to access the Practitioner/Pharmacist Query screen.

- 3 Select the **I accept the above conditions** check box.

A window similar to the following is displayed:

<i>Practitioner/Pharmacist Query</i>				
<input type="checkbox"/> Prescriber Search by DEA				
<b>Report Format:</b>				
<b>Recipient Query</b>				
Name Selection		Demographic Focus	County Selection	Zipcode Selection (blank for all)
Begins with Sounds like *Target Last Name *First Name		Gender: All *Target DOB mm/dd/yyyy Within: Exact Match	Statewide Apache Cochise Coconino Select statewide for best results	
Primary Address:		City:		
Other Address 1:		City:		
Other Address 2:		City:		
*Dispensed Timeframe From: 12/15/2011 mm/dd/yyyy		*Dispensed Timeframe To: 12/14/2012 mm/dd/yyyy		
*Required Field All required fields must be filled in. However, for the best search results, fill in as many fields as possible.				
Submit				

- 4 Select the **Prescriber Search by DEA** check box.

A window similar to the following is displayed:

<i>Prescriber Prescription History</i>	
<b>Dispensed TimeFrame:</b>	12/14/2012 To 12/14/2012
<b>User:</b>	HID - HID
<b>DEA(s):</b>	XXXXXXXXXX, XXXXXXXX
<input type="button" value="SUBMIT"/>	

- 5 In the **Dispensed TimeFrame** fields, verify the default start and end dates (current date), or type the desired dates.
- 6 Click **Submit**.

Your search results are displayed similar to the following:

<a href="#">Date Dispensed</a>	<a href="#">Date Prescribed</a>	<a href="#">Quantity Dispensed</a>	<a href="#">Days of Supply</a>	<a href="#">Authorized Refills</a>	<a href="#">NDC</a>	<a href="#">Drug Name</a>	<a href="#">Prescriber</a>	<a href="#">Prescription Number</a>	<a href="#">Dispenser</a>	<a href="#">Dispenser City</a>	<a href="#">Recipient Last Name</a>	<a href="#">Recipient First Name</a>	<a href="#">Date of Birth</a>	<a href="#">Recipient Street Address</a>	<a href="#">Recipient City</a>
03/20/12	12/02/11	15	15	3	00228205710	LORAZEPAM 0.5 MG TABLET	ABRASS, ITAMAR B MD	4085816	N/A	N/A	Eddie				Seattle

You may sort your results by clicking the hyperlinks in the **Date Dispensed**, **Prescriber**, **Dispenser**, and **Recipient Last Name** column headings.

If desired, click **Generate Report** to create a PDF of your search results, and then continue to [View Query Status](#).

## Multiple State Query

The Multiple State Query is used to create queries that can be used to report information about recipient usage of controlled substances, including medical marijuana, for recipients in multiple states.

### Notes:

- The Multiple State Query should not be used if the only data needed is from the home state.
- Information regarding medical marijuana may not be available for recipients in all states.

Perform the following steps to create a Multiple State Query:

- 1 Log in to RxSentry.
- 2 From the home page, click **Multiple State Query**.

The following window is displayed:

<i>Multiple State Query</i>	
<b>Arizona Liability statement for Provider access</b>	
I certify that I am have been approved by the State to access information in the controlled substance database.	
I certify that the patient on whom I am requesting information is a current or prospective patient of mine or is a patient whom I am evaluating. I understand inappropriate access or disclosure of this information is a violation of state law and may result in disciplinary action by my licensing board and/or revocation of database access privileges.	
<input type="checkbox"/> I accept the above conditions	
Disclaimer: The information in this system may contain errors resulting from how the information was entered into the data file. Controlled Substance Reporting System staff suggests that additional independent verification with pharmacies and practitioners may sometime be prudent or necessary.	
<b>You MUST accept the above conditions before you can continue</b>	

You may query any recipient name, but before you can view the results of the query, you must authenticate the query by indicating the query is for a valid reason and that you have the potential to provide a service to the recipient whose name is being queried.

**Note:** Without selecting the **I accept the above conditions** check box, you will not be able to access the Multiple State Query screen.

### 3 Select the **I accept the above conditions** check box.

A window similar to the following is displayed:

<i>Multiple State Query</i>	
<b>Request Information</b>	
* Disclosing State(s):	<div> <div>North Dakota</div> <div>South Carolina</div> <div>Kansas</div> <div>Arizona</div> <div>Louisiana</div> </div>
Requestor Role:	Physician
<b>Recipient Information</b>	
* Last Name:	<input type="text"/>
* First Name:	<input type="text"/>
Identifier (SSN, Driver's License #, etc.):	<input type="text"/> (mm/dd/yyyy)
* Date of Birth:	<input type="text"/>
Gender:	All <input type="text"/>
Street Address:	<input type="text"/>
City:	<input type="text"/>
State:	All states <input type="text"/>
Zip Code (Blank for all):	<input type="text"/>
<b>Dispensed Timeframe</b>	
Select a Date Range	<div> <div>60 days</div> <div>180 days</div> <div>1 year</div> <div>2 years</div> <div>3 years</div> </div>
<b>Sorting Options</b>	
<input type="radio"/> SORT by Date Only <input checked="" type="radio"/> SORT by Recipient by Date <input checked="" type="checkbox"/> Group results by state	
<input type="button" value="Submit"/> * Required Information	

- 4** Complete the information on the **Multiple State Query** window, using the field descriptions in the following table as a guideline:

Field Name	Usage
Disclosing State(s)	(Required) Select the state(s) you wish to include in the query. <b>Notes:</b> <ul style="list-style-type: none"> <li>The multiple state query should always include the home state.</li> <li>You may select multiple states by holding down the <b>[Ctrl]</b> key while clicking each value.</li> </ul>
Requestor Role	This field is automatically populated with your RxSentry user role, for example, "Physician."
Recipient Name Last	(Required) Type the recipient's exact last name. Unlike practitioner/pharmacist queries, multiple state queries do not allow partial name matching. <b>Note:</b> Although multiple state queries do not support partial name matching, the system will return clustered results. For example, if you create a query for John Smith, DOB 01/01/1970, and there is a matching name that has been clustered with Johnny Smith, DOB 01/01/1971, both names will be returned in your report results.
Recipient Name First	(Required) Type the recipient's exact first name. Unlike practitioner/pharmacist queries, multiple state queries do not allow partial name matching.
Identifier	Type the recipient's identification number (social security number, driver's license number, etc.), if available.
Date of Birth	(Required) Type the recipient's date of birth using the <i>mm/dd/yyyy</i> format.
Gender	Click the down arrow and select the gender of the recipients to include in your search. If in doubt, select the "All" option.
Street Address	Type the recipient's street address, if known, or leave this field blank to produce a wider range of results.
City	Type the recipient's city, if known, or leave this field blank to produce a wider range of results.
State	Click the down arrow and select the recipient's state, or select "All States" to produce a wider range of results.
Zip Code	Narrow your search by typing a specific ZIP code, or leave this field blank to produce a wider range of results.
Dispensed Timeframe	(Required) Select the specific dispensing time frame for which you would like to search.
Sorting Options	Click to select one of the following sort options: <ul style="list-style-type: none"> <li>Sort by Date Only</li> <li>Sort by Recipient by Date</li> </ul>

Field Name	Usage
Group results by state	Select this option to sort results by state, or leave blank to view all results in one table.

**Table 2 – Multiple State Query Window Field Descriptions**

- Once all criteria has been entered or selected, click **Submit**.

A **Recipient Report** is displayed for each state you included in your query, similar to the following:

[Open in new window](#)

Generate Report

Recipient Report  
Dispensed From 01/01/2010 to 04/30/2012  
Multiple State Report (Disclosing State: AZ)  
Johnson, A - DOB: (b)(6)-(b)(7)(C) -  
Status: NotFound

Date Dispensed	Date Prescribed	Quantity Dispensed	Days of Supply	Authorized Refills	NDC	Drug Name	Prescriber	Prescription Number	Dispenser	Dispenser City	Recipient Last Name	Recipient First Name	Date of Birth	Recipient Street Address	Recipient City
No results returned															

Recipient Report  
Dispensed From 01/01/2010 to 04/30/2012  
Multiple State Report (Disclosing State: KS)  
Johnson, A - DOB: (b)(6)-(b)(7)(C) -  
Status: NotFound

Date Dispensed	Date Prescribed	Quantity Dispensed	Days of Supply	Authorized Refills	NDC	Drug Name	Prescriber	Prescription Number	Dispenser	Dispenser City	Recipient Last Name	Recipient First Name	Date of Birth	Recipient Street Address	Recipient City
No results returned															

**Note:** In the above screen shot, the **Group results by state** option was selected.

- To create a PDF of your search results, click **Generate Report**, and then continue to [View Query Status](#).

## View Query Status

This function allows you to check the status of a submitted query. The **Status** column on the **View Report Queue** window displays one of the following query statuses:

- **Approved/Queued** – the query has been approved and is processing.
- **Approved/Done** – the query has been approved, processed, and is available for viewing.

Perform the following steps to view the status of a query or several queries:

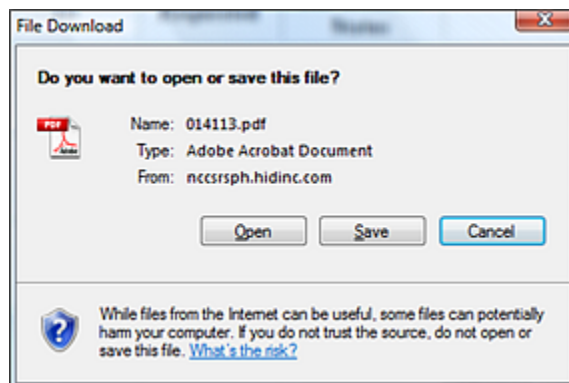
- Log in to RxSentry.
- From the home page, click **View Query Status**.

A window similar to the following is displayed:

Request Status <span style="float: right;">prod ?</span>					
Query Number	Job Sequence ID	Date Requested	Query Status/ Job Creation Status	Report Desc Or Denial Reason	Output
3137	<a href="#">14113</a>	02/05/08	Approved / Done	Recipient Report SMITH, [REDACTED] - DOB: [REDACTED] - 815 Gerard St Dispensed From 01/01/2007 to 01/31/2007	file-pdf
3138	<a href="#">14121</a>	02/05/08	Approved / Done	Recipient Report JONES, [REDACTED] - DOB: [REDACTED] - 100 Fir Ct Dispensed From 01/01/2007 to 01/31/2007	file-pdf
3140	<a href="#">14131</a>	02/05/08	Approved / Done	Recipient Report SMITH, [REDACTED] - DOB: [REDACTED] - 408 Milton Marsh Rd Dispensed From 01/01/2007 to 01/31/2007	file-pdf
3141	14133	02/05/08	Approved / Queued	Recipient Report SMITH, [REDACTED] - DOB: [REDACTED] - 521 E Main St Dispensed From 01/01/2007 to 01/31/2007	file-pdf

**Note:** The output format for all reports is portable document format (PDF).

- If the report is ready for viewing, the **Job Sequence ID** field contains a hyperlink to the report. Click the hyperlink for the desired report. A window similar to the following is displayed:



- Perform one of the following actions:
  - Click **Open** to open the report for viewing.
  - Click **Save** to save the report to a specific location for viewing at a later time.
  - Click **Cancel** to return to the previous window.

## Log Out of RxSentry

To ensure your login credentials (user name and password) are not used by an unauthorized individual to access RxSentry, it is important that you log out of the system when you have completed your session. To do so, click **Log Out** from the RxSentry menu, and then close your Internet browser.

**Note:** Clicking **Log Out** closes your session and allows you to re-enter the system by simply supplying your password. If you do not plan to use the system for a period of time, click **Log Out**, and then **close ALL open Internet browser windows** to prevent another user from inadvertently attempting to access your session.

## Session Timeouts

Session timeouts occur following fifteen (15) minutes of inactivity in the system, and the following message is displayed:



A screenshot of a web-based dialog box titled "Session Timeout". The dialog box has a light gray border and a white background. At the top, the title "Session Timeout" is centered in a small, italicized font. Below the title, the main text reads: "Your session has expired due to inactivity. Please type in your password to reactivate your session." in a bold, black font. Underneath this text, there is a label "User Password:" followed by a rectangular text input field. At the bottom center of the dialog box, there is a "Submit" button with a light gray background and a thin border.

Perform one of the following actions:

If you wish to log in with the same user name, type your password in the **User Password** field, and then click **Submit**.

**OR**

If you wish to log in with a different user name, **close ALL open Internet browser windows**, and then log in again. You will be prompted to enter both your user name and password.

## 4 Assistance and Support

### Technical Assistance

If you need additional help with any of the procedures outlined in this guide, you can:

Contact HID at [azpdm-info@hidinc.com](mailto:azpdm-info@hidinc.com)

Or

Call 1-866-792-3149

Technical assistance is available from 8:00 am – 5:00 pm MST (Mountain Standard Time).

### Administrative Assistance

If you have any non-technical questions regarding the Arizona Controlled Substance Prescription Monitoring Program, please contact:

Dean Wright

Arizona State Board of Pharmacy

1616 W. Adams, suite 120

Phoenix, AZ 85007

(602) 771-2744; fax (602) 771-2749

[dwright@azpharmacy.gov](mailto:dwright@azpharmacy.gov)

**Mailing address:** P.O. Box 18520

Phoenix, AZ 85005

## 5 Document Information

### Copyright Notice and Trademarks

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Auburn, AL 36832

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### Disclaimer

HID has made every effort to ensure the accuracy of the information in this document at the time of printing. However, information may change without notice.

### Formatting Conventions

The following formatting conventions are used throughout this document.

Format	Used to Designate...
<b>Bold</b>	References to execution buttons, windows, file names, menus, icons, or options
<i>Times New Roman Italic</i>	Text you must type in a field or window, for example, \\server_name\printer_name for a network printer
<u>Blue underlined text</u>	Hyperlinks to other sections of this document or external websites
<i>Italic text</i>	Reference to this document, external document, or external resource

**Table 3 – Text Formats**

## Version History

The Version History records the publication history of this document. See the Change Log for more details regarding the changes and enhancements included in each version.

Publication Date	Version Number	Comments
09/01/2008	1.0	Initial delivery
08/10/2010	1.1	Revised publication
09/06/2011	1.2	Revised publication
04/13/2012	1.3	Revised publication
05/01/2012	1.4	Revised publication
06/20/2012	1.5	Revised publication
09/10/2012	1.6	Revised publication
10/09/2012	1.7	Revised publication
11/15/2012	1.8	Revised publication
12/14/2012	1.9	Revised publication
01/18/2013	1.10	Updated publication
02/08/2013	1.11	Updated publication
02/20/2013	1.12	Updated publication
03/20/2013	1.13	Updated publication

**Table 4 – Document Version History**

## Change Log

The Change Log records the changes and enhancements included in each version.

Version Number	Chapter/Section	Change
1.0	N/A	N/A
1.1	Chapter 4/Assistance and Support	“Technical Assistance” topic modified to change support hours to 8:00 am – 5:00 pm CT
1.2	Chapter 3/Practitioner-Pharmacist Query	Added information about medical marijuana card (MMC) indicators
1.3	Chapter 4/Administrative Assistance	Updated ASBP physical address and added mailing address
1.4	Chapter 3/PMPI Query	Added new topic

Version Number	Chapter/Section	Change
1.5	Chapter 3/Multiple State Query	<ul style="list-style-type: none"> <li>Changed "PMPI Query" to "Multiple State Query"</li> <li>Added sort options</li> </ul>
1.6	Chapter 3/Request an Account	Added new topic
1.7	Chapter 3/Retrieve Password Information	Added new topic
1.8	Chapter 3/Change Password	Added new topic
1.9	Chapter 3: <ul style="list-style-type: none"> <li>Prescriber Search by DEA</li> <li>Log Out of RxSentry</li> </ul>	Added new topics
1.10	Chapter 3/Update or Confirm Account Information	Added new topic
1.11	Chapter 3: <ul style="list-style-type: none"> <li>Practitioner-Pharmacist Query</li> <li>Multiple State Query</li> </ul>	Updated topics and screen shots to show the preset date ranges rather than the <b>Dispensed TimeFrame To</b> and <b>Dispensed TimeFrame From</b> fields
1.12	Chapter 3/Prescriber Search by DEA	Added Recipient Last Name sort option to report results
1.13	Chapter 3/View Alert Messages	Added new topic

**Table 5 – Document Change Log**